



## CITY OF DANBURY OFFICE OF NEIGHBORHOOD ASSISTANCE

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Livable Neighborhoods 2013  
*“Building a Better Danbury”*

**April 2013**

April 29, 2013

Honorable Mayor Boughton and City Council Members:

Below is a table highlighting UNIT activity from the time of last month’s City Council report. This does not include any UNIT activity regarding follow up and re-inspection work from previously noted issues. The UNIT works to ensure that each and every issue is resolved as quickly as possible.

<b>Time Period</b>	March 25 – April 29, 2013
<b>Number of Quality of Life Issues</b>	113
<b>Year to Date</b>	320

The top issues addressed by the UNIT were:

- Properties with debris on it (49)
- Illegal Apartments/Overcrowding, Unpermitted Construction (13)
- Miscellaneous (17)
- Abandoned houses (12)
- Unregistered/abandoned cars (7)
- Front Lawn Parking (5)

Needless to say, the last four weeks, have been extremely busy for our department and will remain so until the next several months. Now is the time of year where residents come out of their home from their winter slumber and begin to enjoy the warm weather. They open their windows, work on their lawn and sit on their porches simply enjoying the use of their property. As a result of this, along with the trees being void of leaves, residents most often see and hear quality of life issues within their neighborhood and contact the UNIT.

**77% of UNIT activity over the last month has been the result of resident complaints.**

## **UNIT HIGHLIGHTS:**

### CLEAN CITY DANBURY - SUCCESS:

On Saturday, April 20<sup>th</sup>, Danbury held its annual Clean City Danbury day. Residents were able to dispose of their bulky trash items for no cost at various drop-off locations around town. Additionally, volunteer groups cleaned up city and neighborhood streets, parks and even along the railroad tracks and the banks of the Still River. It's a great day and an opportunity for residents to take pride and ownership within their community. It also doesn't hurt that residents can empty their garage and basement of old furniture and other large pieces of trash at no cost! Over the last few weeks while the UNIT completed inspections regarding properties with garbage, our department allowed property owners to wait until this day and take advantage of removing their trash then. As a result, we will be completing our re-inspections of these properties over the next week to ensure that all properties are now clean.

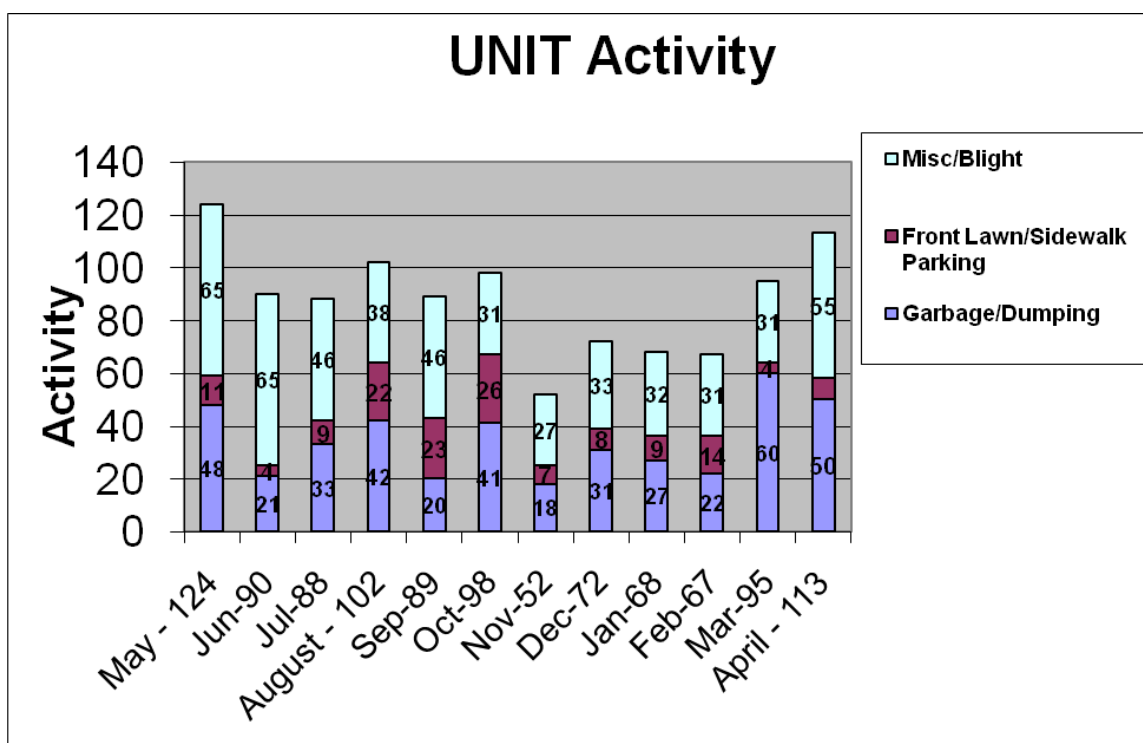
### DOWNTOWN CLEANING:

Last week, Rich Antous coordinated a good old-fashioned cleanup of the bridges in the White and Crosby Street area. City Center's Erik Carr assisted as the dirty, blackened cement barriers were power washed leaving behind a bright, refreshed and clean entry way into Downtown Danbury. (The picture below reveals just how dirty the cement facades were).

It's this small effort that goes a long way. Residents and stakeholders see the difference and appreciate it. Cleanups like this become contagious amongst business owners as they begin to come outside and sweep off their sidewalks or pick up various pieces of litter. Last month, as the UNIT coordinated a volunteer work crew from the homeless shelter and we were cleaning up litter on the streets, property owners began to come outside and begin picking up trash/litter in their area.



Below is a bar graph illustrating the monthly totals of UNIT service requests for various concerns. Front lawn parking and garbage/debris result in the majority of the daily issues faced by the UNIT. Miscellaneous may include homes in disrepair, illegal dumping, blight, etc.



### **311 Call Center Report: April 2013**

The month of April saw the 311 Call Center receive over 800 calls, with requests for phone numbers once again bringing the highest total at 192 inquiries. Information on this year's Clean City Danbury Day (April 20) brought 72 calls, while 15 residents called for information on where they can dispose of household garbage after the date had passed. The persisting freeze-thaw cycle of early April brought over 50 reports of potholes, although the opening of the asphalt plant has greatly improved conditions are repair abilities. Twenty-three calls were placed for information regarding the recycling truck while 12 calls were placed regarding Household Hazardous Waste Day (May 25 in Newtown). The spring yard debris pickup program brought 25 calls as residents are looking to ensure compliance with program guidelines. The progression of the spring weeks typically brings with it overgrown branches and bushes into the road and

sidewalks, as well as clogged drains and potential flooding. Residents are asked to report such issues immediately so they can be addressed appropriately to ensure safe travel, at both the motorist and pedestrian level.

The UNIT continues to encourage the participation of Danbury's residents to report any concerns in their neighborhood by utilizing the City Line 311 system. Residents of Danbury can simply dial 311 from their home phones, or 203-744-4311 from out of town or cell phones. Additionally, residents can log on to the City's webpage, [www.ci.danbury.ct.us](http://www.ci.danbury.ct.us), and click on the City Line 311 link and register their complaint at their convenience, and now, residents can utilize the Danbury Direct app from their iPhone to submit a concern or question. Residents can choose to provide their contact information, so the UNIT can follow up and provide an update on the situation. By visiting the Neighborhood Assistance Department on the City's website, residents will also be able to view the UNIT's monthly activity.

If we can be of any assistance to you or residents in your ward please contact us at 796-8026 or 311.

Sincerely,  
Shawn Stillman  
Coordinator, Office of Neighborhood Assistance